

# **Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01**

TIME	Remarks
0835	Received call ANE/Barry of possible hijack AAL11, B767, Bos-Lax, pilot keying mike and intruder in cockpit," stating Don't move or I'll kill you.
0836	AC/Smith conf with ANE ROC and command center.
0840	Received via conf with ANE/ROC Acft heading toward JFK.
0842	Via conference with ANE ROC reported a flight attendant has been stabbed.
0844	Via conference with ANE ROC reportedly a passenger had been shot.
0845	Received a report via conf with ANE ROC that an aircraft had hit the World Trade Center in New York City.
0850	[REDACTED]
0852	MOC activated.
0854	CNN televised that an a/c had hit the World Trade Center in New York.
0859	CNN televised that 2 a/c had World Trade Center.
0920	[REDACTED]
0924	AGL ROC reported AAL77, b752, from IAD to LAX, 10E York, Ky at FL350 disappeared from radar at 1256Z.
0930	Smith on duty.
0940	[REDACTED]
0935	Channel 9 televised that an a/c had hit the Pentagon.
0915	Contacted Smith to come in for assistance.
0945	Contacted Corcoran/Lewis to come in for assistance.
0948	Computer # 2 OTS,
1036	[REDACTED]
0935	Johnson in facility.
0945	FAA Building Evacuated.
0958	Lewis/Corcoran in facility.
1045	Gordon/Corcoran relocating to RTS. Ground stop on all US Air Carriers @ 1017
1040	[REDACTED]
1052	[REDACTED]
1115	Gordon will keep in touch while enroute to RTS.
1117	Article being televised a/c hit Pittsburgh
1120	1 <sup>st</sup> Cadre enroute to RTS.
1122	ANS activated to inform Level 1's Cadre has been activated.
1130	Maggie Rolls attempted to get back into bldg but was unsuccessful.
1145	Evans in facility.
1150	Conf AOA-1/ADA-1 with S-2, American CEO, Delta CEO, and United CEO.
1155	Newby in facility.
1200	Previous fire reported at IAD not on arpt property.
1215	[REDACTED]
1227	Ans stopped and cancelled.
1238	[REDACTED]

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1237	Previous report of fire at IAD not on arpt property.
1239	Inquiry (DOT) of an acft crashed in SEA.
1240	Via ASW ROC/Barber no acft down in SEA area.
1249	ARINC/Gary Gambarani--HIJACK acft Korean KE0085, type unkn, inb to ANC (tail #HL7404) ETA unkn.
1250	Page AVR/Gilligan to go to ADA-1 office.
1251	Glenn Bissanett AVN 250 405-954-9794/9810 paged Linda Blythe. Have FAA fleet status. ACS/Weikert briefed on Korean Hijack
1252	ADA-2, AOA-1, ADA-1 briefed on Korean Hijack acft.
1255	ADA/Joan enroute site-brief on tentative emer evac--will use EAP.
1256	AAT/Griffith briefed on Korean Hijack acft.
1258	Via DOS/Pictuta-- Colin Powell departing Lima Peru enroute DCA ETA 1800E. DOE OPS called--S1 trying to get an acft to go get Gen. Gordon at STRACOM in OMA. Passed to AAT/73866.
1300	Jett on duty.
1301	Joan/ADA-30 Approved use of all GETS card. ARINC/Gary Gambarani--HIJACK acft Korean KE0085, type unkn, inb to ANC (tail #HL7404) ETA unkn.
1305	Page AVR/Gilligan to go to ADA-1 office.
1308	Gilligan responded msg passed.
1312	ADA-1/AOA-1 conf with UAL Airlines/ AAL Airlines/Bob Baker. [REDACTED]
1318	Via AAL 77 believed the one that crashed in Pentagon AAL 11 World Trade Center, UAL 175 WTC; UAL 93 Johnston, PA. Another conf scheduled for 1630E to discuss ATC system status. Conf Mark Anderson UAL with S-2/S-1
1323	McSweeney arrive at site.
1325	Streeter is in Dayton, OH, can page him if needed.
1329	Dave Berthiaume/Fema Central Locator System 646-4171
1330	AAL ROC evacuated.
1337	Msg passed to Jeff Griffith from Trent Cumming AAL ROC ref facility evacuation due incoming unidentified acft and civilian acft unable to land due to military interference.
1345	Dan Diggins conf with ZAN, unable FTS, using GTS card. Unable to get thru, receiving fast busy. To get regions use GETS card.
1351	Gov VA declared state of emer for VA, full activation, and increase awareness. VA Emer. Management Activation Center. 804-674-2407
1352	3 rd floor not activated. MD Gov at emer site full activations in a standby status has not declared state of emergency. 877-636-2872. AAL/Monaco conf with Bud.
1405	Conf Diggins with ZAN. --For update from ZAN call 907-288-1103/5103. ZAN flight status No diversion to ANC 14 in airspace; 11 to Whitehorse, Canada, 3 to Fairbanks, AK. FedEx has 4- acft enroute from the Orient. Contact person for ZAN Darla Gerlach
1407	Evans and McKie departed--Evans cell 301-787-3879
1420	Hazel Boone/AMQuebue, took number for someone to call back, 418-692-2096 pass to Roger Palmisano.
1421	AAL ROC return to bldg.
1428	Cusack on duty. Via ADA/Noel FAA is not activating Scatana, not shutting down any navals.
1430	Commercial flights are not expected to resume until 9/12 after 1200E.
1444	Corcoran, Cusack, Newby, Fawley AWP reports traffic.
1445	Computer room conf ended, will reestablish at 1530E, unkn if FAA will be added.
1450	Via AEA ROC/Comancho HIJACKED ACFT: AAL 11, B767, BOS-LAX, crashed into World Trade 92 POB all fatal; UAL 175, B767, BOS-LAX; AAL 77, B757, IAD-LAX crashed into NMCC 64 POB. UAL 93, B757, EWR-SFO, crashed south of Indian Lade Arpt, PA, UNKN POB, all fatal.
1455	Conf OST/Flaherty with AOA/Rochelle ref AOA-1 call.

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1458	The Korean acft was not Hijacked, miss communication, acft landed White Horse.
1510	Established and checked onto FEMA net, 5X5, no traffic to pass.
1512	Garland Gordon advised at site.
1514	ADA/Noel update via S-60/Falvey a UAL B747, Enroute LAX to Sydney, Diverted to Bisborne
1518	PAX (Arab) spotted typing on a laptop, mission failed. Pilot in control of acft. USA 937, type unkn, turned around and returned Madrid.
1525	Ruth Lavamez has telecon at 1600E with ARC-2 tele 817-222-4871 passcode 1111. Unable to find a number Traci Pacquin, no home number listed. ASW ROC/Miller advised.
1531	Received fax and issued to Steve Jenkins/ACI
1535	[REDACTED]
1600	[REDACTED]
1605	Ed Faberman/Air Carrier for AOA-1 301-424-7628, number passed to Cecilia.
1608	Biythe responded, advised N1NA will dep DCA at 1730E enroute, Johnston, PA then LGA.
1615	[REDACTED]
1620	[REDACTED]
1640	Following airlines CEO will have a conf with AOA-1, John Kelly/Alaska Airlines, Donald Carty/American, William Franks/American West, Gordon Bethune/Continental, Leo Mullin/Delta, Richard Anderson/Northwest. Numerous calls from other airlines. AOA office advised but calls in and keep a list.
1650	AOA Airline conf convened.
1658	OST/Taylor conf with Michelle Pachel/AOA in AOA library
1700	[REDACTED]
1703	[REDACTED]
1730	Airline conf ended, next FAA conf with airlines only 1900E 703-764-5363. FAA conf at 2030E.
1737	Michelle Pichel request Sullivan, Sullivan in conf with AOA-1. Mike Wiekert conf with AAT/Donner.
1745	Via FBI (ATL) Victim Assistance # 404-679-9000.
1812	[REDACTED]
1817	Conf Patty Gray Smith with Laura Brown.
1818	3 Gov vehicles provided for transport.
1825	Service B GENOT 1/33 transmitted.
1826	All FAA ACE facilities second level Delta.
1830	Received NRC copy of Terrorism report.
1833	Faxed Notam info to NY State Police Command Post on acft grounding.
1835	Mitchell called adz to stay put will call her later.
1836	Recd AWP situation report #1. Secon Level 1 at 1345P.
1840	S-1 requested info on # of acft grounded in Canada. ADA-2 provided the info of 123.
1842	ASW telcon @ 2100C.
1848	HQ Terrorist Attack on U.S. Situation Report #1 issued.
1850	Situation Report #1 faxed to S-1 office.
1853	Received fax from Air Transport Assoc for AOA-1, copy delivered to AOA-2, copy delivered to AOA-1 office.

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<b>TIME</b>	<b>Remarks</b>
1900	Capt Irving conf with AT Waivers.
1910	FAA Technical Center SITREP #1 received.
1912	John Daly requested Mike Morris.
1913	Faxed WOC personnel and duty schedule to RTS.
1925	Received fax from United Airlines.
1935	GENOT 1/33 faxed to Corcoran at RTS.
1945	Fax prelm ATC summary relating to UAL 93 to S-1 at 9-757-4071.
2000	Begin 255 RADAY.
2002	Via Cecilia AOA-1/ADA-2 returning to bldg for 2030E airlines/AOA conf patched to Library.
2009	Funkhouser enroute back to HQ via DOT van.
2010	Threat to U.S. Aircraft Operators Directive given to security.
2011	DOT/Janet Bennet conf with DOT DEP CS.
2015	Senator Kennedy will attempt to contact AOA-1 later this evening. Msg delivered to AOA-1
2030	APA reestablished telecon on 73883. Airline Conf convened.
2034	DOT/M. Brown called for DOT/Flaherty requested AOA-1 or ADA-2, ACS-1. ACS-1 informed.
2035	ACS-1 refused call, directed to ACS-2.
2037	Unable to locate ACS-2. ACS-1 requested AOA-1 take the call.
2039	AOA-1 conf with DOT/Flaherty.
2050	DOT DEP/Jackson joined the Airline conf.
2052	Streeter returned Paged. Conf with AFS/Swansey. Streeter advised. Swansee conf with Donner.
2056	Senator Kennedy called requesting AOA-1.
2059	Senator Kennedy conf with AOA-1.
2100	Briefed Corcoran to have Newby return to Washington WOC 09/12 A.M.
2103	Donner conf with Swansee. Via conf Tony James in Phil. No activity at Pentagon.
2115	Paged Canoles for Tony Ferrante. Battle/McKie off duty
2120	Conf Canoles with Ferrante. Battle and McKie depart facility.
2125	Conf Tom Kaufman with ACI ref possible Security Directives.
2145	Paged Diggins for Tony James.
2150	Conf Diggins with James. Res PA accident.
2157	Conf Christine Roberts (CIA) with Chief of staff office.
2200	Avery, Noel, and Hubbard depart facility.
2205	DOS Stevens for AIA Raiper (AIA).
2212	Paged Raiper (AIA) for Stevens at DOS. Ref Prime Minister for flight to depart DCA destination Australia.
2230	Jean Borris for Joan or Dan. Both departed facility and Building.
2245	Conf Sharon Bryson for AOA-1 and Susan Sullivan. In OPSCENTER.
2250	Sullivan departs facility.
2300	Began conference. Briefed by CeCe from ADA ofc that conference has been rescheduled until 2345E.
2324	AAT Diggins will be in all night can be reached on either cell or pager.

# **Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01**

TIME	Remarks
2330	APA-2 departs facility. APA Conference will commence on 9/12/01 approximately 0700.
2337	[REDACTED]
2340	Mr. Pore for AVR-2. paged.
2344	Mr. Pore cancelled request for AVR-2.
2345	Convened Conf for AOA with the Airline CEO's with AOA-1/AOA-1 in library.

**September 12, 2001**

0001	Rayday change. Conference with AOA/ADA and Airline CEO's still in progress.
0030	Johnson departs station.
0040	Conf APA/2 L. Brown with DOT/PA Brian. [REDACTED]
0100	ACO-1 Gen Caranavan in facility using STU-III.
0115	Conf Diggins with AEA-ROC for connection to PIT.
0130	AOA-2 departs Building. Can be reached at home.
0145	AOA-1 Departing Building. Stopped by facility to thank for job well done.
0150	Paged Diggins for
0155	Conf Diggins with FBI.
0158	ADA/2 departs facility
0200	Mike Bates 62222, looking for someone in ADA suite. A fax was to be sent to Mr. Bates.
0600	Battle/McKie on duty. Lewis off duty.
0630	[REDACTED]
0700	Newby on duty.
0701	OAK/FIFCO-Glen Bissonnette requested FAA aircraft disposition conf HG-6/Blythe.
0705	Rescheduling administrative telecons thru AEA.
0710	Conf ADA-1 with AVR-1.
0720	Update: Waivers # 703-328-3808
0725	Pat Dillon ABC News requested to fly over the Trade Center, Waivers # given.
0742	Delivered 5 fax messages to AOA-1.
0755	RTS 7/11 log received.
0800	FAA with Airlines CEO began.
0807	Security delivered 4 messages to be transmitted.
0815	DOT/Taylor conf with ACS-1 office.
0817	Security Directive SD108-01-04, EA 107-01-01, SD 108-01-03, EA 129-01-03 received.
0826	Paged APA-1 for ADA -2 office.
0830	Evans off duty.
0838	Command Center request we take some of their conf calls adz we are unable. Contacted RTS and they were able to handle the situation. RTS number given.
0840	G-Cars keys returned to ADA-20. Johnson on duty.
0847	Paged APA/Spitaller for Peggy Gilligum.
0850	[REDACTED]
0900	FAA Airline Conf convened with the following airlines CEO: ATA, NWA, FRONTIER, LIB, NATA, EVERGREEN, HAL, USA, EMERY, SWA, FEDERAL EXPRESS, MIDWEST EXPRESS, AAL, UPS AIR, CONTINENTAL, AIR TRAN, UAL, REGIONAL AIRLINE ASSOCIATION, ACA, AMERTRAN, AIRBORNE EXPRESS, CARGO AIRLINE ASSOCIATION, ALASKA AIR, MASA,



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	DELTA, TWA, ATLAS AIR, AVR-1.
0905	All 700's conf at 1030E passcode 7500. Airline conf passcode # 1115.
0908	ADA-2 approved ATP/s/Settles to join FAA Airline conf.
0910	[REDACTED]
0915	Flash message received for ATP-1, AAT-1, ATP-1, ATP-200 and ATCSCC.
1022	ANE SITREP # 2 received.
1030	Aircraft movement sitrep received from Transport Canada delivered to AAT-3. 700's conf began.
1040	ARC-Mickle adz ARC-1 conf at 3pm will have Tracy Pacquin, Veronica Calvery, and John Pallant will be calling in and there's no need to patch into the conf. Room.
1045	RCOM Eastern net check relayed thru AGL ROC.
1055	Radio checked FEMA NECN.
1100	FAA conf with Airlines CEO'S began.
1130	Security 700's conf complete.
1133	Updated aircraft movement sitrep received from Transport Canada delivered to AAT/Montgomery. NORAD Emergency contact #COMM 719-477-4500 (STU-III).
1150	Rochelle adz FAA conf with Airlines CEO will occur every 2 hours.
1220	ACP-2/Quinten Johnson stated the Administrator requested he brief 4 individuals requested a conf slot at 1300 passcode 3005 issued.
1225	[REDACTED]
1252	RTS log received.
1400	FAA conf with Airlines CEO convened. Next telecon at 1730E.
1500	ARC-1 conf convened.
1510	ACS-1 conf with Heady/Airborne Express, Shumeir/Atlas Air, Synder/Polar Air, Altman/Airline Cargo Assoc, Priddy/NATA. Attempted to locate Longmeir.
1530	Corcoran called at home.
1545	Conf OST/Martin Whitner AAI/Bud Donnier provided FAA-IIC telephone # 412-973-3860.
1620	AAI/Anderson is at Pentagon. Acting as FAA Liaison.
1630	Newby off duty.
1650	S-1 briefing started.
1715	AAI/West in NY inquiry. CNN reporting GA acft enroute NYC, checked with AEA nothing heard, ACO/Charlotte advised, it is a Civil Air Patrol acft. West pager-866-222-9802.
1720	Paged West
1722	Info passed to West.
1730	Convened FAA CEO conf. Next conf 1900.
1743	Conf Senator Cantwell with AOA-1 office.
1745	Conf S-60/Sharon Sharp with Charlotte Brown.
1815	Per APA/L. Brown APA passcode changed to 2626 for media only.
1818	AGI-1/Quinten Burgess requested a telecon for 9/13 passcode 4000 given.
1820	[REDACTED]
1834	Left message for AGI-1 to call for a passcode change.
1848	APA conf bridge terminated
1854	FAA SITREP #2 received.

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<b>TIME</b>	<b>Remarks</b>
1900	CEO Airline conference.
1922	Rochelle Claypoole in facility said they would call us with time for the next CEO Airline conference.
1930	S-1 enroute to facility for conference.
1949	Senator John Caray's ofc (224-0214) called for AOA-2/Zoeller. Left msg for Zoeller.
1955	FEMA called asking for location of S-1.
1958	FAA has gone to Security Condition Charlie.
2000	[REDACTED]
2001	AAT-1/Peacock called for ACS\\Longmire passed to ACI Watch/Roberts.
2028	Senator Carey for ADA-2/Miller confd.
2140	State Dept Task Force 1 called with Prime Minister of Australia in reference of flight to depart tonight from Hawaii...transferred to Waivers-AT.
2210	Zoeller in facility giving time of next CEO Airline's conference/2230.
2230	CEO Airline conference.
2240	Jack Salata the ACI/ACS rep to the FBI confd with AAT/Diggins in reference to ATC Radar Data and Voice Data of the 4 hijacked acft.
2304	Mike Senzel/NSC for General Canavan/DOT left msg.... msg delivered to AOA ofces/Hartman.

**September 13, 2001**

0001	Raday change.
0126	AOA/Garvey called in and requested Security to give her a call if they have any problems with the major arpts.
0127	Passed information to ACC/Charlotte Bryan AOA/Garveys request.
0155	Ron Gerber/America West (480-693-3139) wanted to know about arpts not able to open in a.m.... call passed to ACC/Weikert.
0251	Rcvd call from NORAD/Maj Mitchell asked if WOC had heard anything about an explosion at ZMP.
0253	Briefed ACC/Bryan about situation.
0255	Called AGL ROC/Gary.... checking with ZMP and ZID.
0257	AGL ROC/Gary reported no explosion at either facility.
0300	NORAD called back gave them information.
0310	WOC informed ACC/Bryan of situation.
0311	Rcvd call from NORAD/LTC Gruggles in regards to a down acft and explosion in Minneapolis.
0311	Called AGL ROC/Gary in reference to NORAD inquiry. AGL ROC confd WOC with ZMP. ZMP stated that a slow moving unidentified VFR acft on radar. F16s went in search of acft. F16s couldn't locate acft...continued on to another mission. Acft turned out to be a Lifeguard helicopter that landed St Mary's a local clinic.
0315	Bryan from ACC came in facility and asked what we had heard about a down acft in Minneapolis. Informed Bryan that we were checking on that and that we would let them know.
0320	Called NORAD/LTC Gruggles back and informed him of helo.
0330	Informed ACC/Bryan of situation.
0540	[REDACTED]
0630	[REDACTED]
0704	[REDACTED]
0707	Dave Berthiaume/FEMA called to check on status of S1.

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TIME	Remarks
0910	Received call from ANM ROC, re two trains collide, briefed NRS, they were aware of incident.
0915	Up date on train wreck, freight/AMTRAK train collided 80 E Salt Lake City, briefed S1 office/OA2/FRA.
1010	Cusack returned GETS card, placed in GETS folder.
1014	ASW/Backman -ROC reported WACO Approach reported a target 1 N Crawford, TX (RANCH) AOA/ADA briefed.
1015	S1 released statement saying air carriers will fly starting at 1100E.
1023	Conf ACS1/ACS2
1025	[REDACTED] <i>Information referred to Secret Service for releasability determination</i>
1105	Briefed OA2/DA2 on two incidences; GA over flew Pres ranch near Waco & GA over flew Camp David. Military scrambled on both incidents
1105	Established net with ATCSCC/Johnston for the purpose of any air carrier incidents etc. Message passed to Daniel Vaca - Air Traffic Rep. In ACC.
1135	Received call from S1 Congressional staff Susan McColey: Sen. Feinstein husband will be flying from Korea to IAD via ANC & SFO. AOA-Natalie Hartman P.O.C. N108DB
1136	WACO suspect in custody by Secret Service. Briefed AOA/ADA.
1202	ASW/Armando-ROC, called to report Bomb Threat at LAREDO Arpt. Briefed ACI/AOA/ADA.
1215	Paul Whitner-Hgr-8 called to inquire about Norfolk Arpt being open. Will be departing soon in both N2/N4 for PA.
1220	ASO-8 called, advised that tropical depression upgraded expecting landfall NW FL. 9/16.
1255	Received call from San Juan Arpt stating 3 bomb threats to arpt. Briefed ACI/AOA/ADA.
1424	Vickie Anderson-AAI # at Pentagon - 703-626-6294.
1550	[REDACTED]
1620	AOA-Rochelle requested 1900E telcon with S1/S2/air carriers CEO's.
1740	White House Ops. Called with Mr. Frank Miller for ACS-1 or 2. Conferenced. To ACS-1/2, stayed on hold to long. White House dropped off with no conf.
1845	Per AAI-James, FDR from PA. Accident departed on N2 or N3 at 1800E, AAI-Donner briefed.
1850	Zoeller in facility informed WOC to include Bill Ellis in anything that we fax to him and Miller.
1900	Convened ADA/ADA CEO Airlines.
2235	[REDACTED]

## **SEPTEMBER 14 2001**

0503	Major Ted Wadsworth @ FT Myer = FDR/CDR @ Pentagon Located. Conf with Laura Brown 0507, ADA Miller 0508, AOA Zoeller 0508, CMC Major McGuire 0509, NTSB Com Brian 0510, Conf APA-2 with AAI-100 Donner.
0510	
0710	[REDACTED]
0715	[REDACTED]
0720	[REDACTED]
0730	[REDACTED]
0735	[REDACTED]
0740	[REDACTED]
0820	[REDACTED]



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<b>TIME</b>	<b>Remarks</b>
0850	Conf OST Public Affairs with APA-1 McCloud. Reference # of aircraft in the air.
0907	Paged Linda Blythe for Bud Donner. Ref: Citation.
0915	Per AOA-2 information normally passed to OA2 and DA2. Should now be faxed to CMC at extension 63788.
0917	Faxed copy of Air Carrier Incident REL 137, FA-23, to CMC per OA2. Hand carried copies to OA2 and DA2. Information hand carried to ADA-1 in AOA library.
0920	Paged Paul Wiater for Bud Donner. Ref Citation.
0925	Conf Hangar 6, Wiater with AAI-Donner.
1010	Hangar 6 Clemmons, with Doug Davis (CMC), ref N4 departure.
1030	Received 2 Outgoing Faxed with 47 addressees. Earlier faxes (5) with 47 addresses being transmitted. Faxes are 5 to 15 pages long. There was no Computer Room conference
1045	Delivered multiple faxes to AOA suites for AOA-1.
1059	Conf Hangar 6 Wiater with AOA-1/Rochelle.
1110	Fax from (Security Announcement) 0053 and 0054 will be delayed memory overflow in faxes.
1115	Air Carrier Incident REL 137, FA-23, acft landed at Aspen and Pilot now in police custody.
1150	Delivered Fax to Security (ACC) from Transport Canada.
1230	Delivered Fax to Charlotte (ACC) fax from Transport Canada.
1245	Delivered fax to Charlotte (ACC) fax for Lee Longmire.
1251	Conf DOT with CMC Nancy. Ref Part 137.
1240	SITREP #4.
1430	ARC-2 Tracy Pacquin in facility. Will need copy of notification/actions taken during the attacks on the U.S. Scott Hubbard and Dan Noel briefed.
1436	Multiple BOMB Threats Miami International. Passed to ACI.
1446	Bomb Threat Miami International. Passed to AOA/Zoeller.
1530	MLA called facility. Delivered 19 faxes to AOA suites.
1635	Delivered Bomb Threat in Tampa, FL. Passed to Zoeller.
111905	Conferenced Belger w/ Roger Nober/S-1 office.
1909	Sen. Gordon Smith (OR) staff 503-328-3396 wanted to know when part 133 aircraft would be allowed to fly. Passed info to AT, also gave Waviers # and e-mail address: <u>Gwen.caudler@faa.gov</u> .
1934	Paged Canoles for FBI/Salata ref tapes.
1947	Garvey passed Sen. Smith's info.
1948	Canoles responds conferenced w/Salata.
2017	Conferenced Russ Chew/AAL System Ops w/Monte Belger.
2023	Paged Belger and Garvey.
2027	Belger briefed on Hijack situation at Newark...individuals made comment that "They could take this plane if they wanted to." They were arrested.
2028	Garvey briefed on situation at Newark.
2031	Zoeller briefed on situation at Newark.
2034	Miller briefed on situation at Newark.
2035	CMC/FAA Rep/Ruth Grasel briefed on situation at Newark.
2056	Barbara from S-2/Jackson office requesting AOA/Garvey.
2057	Paged AOA/Garvey.
2105	Conferenced ABU-1/Riley, Wally Burnett, and ATS-1/Brown.
2110	Conferenced Sen. office/Wally Burnett w/ATS-1 Steve Brown.

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**TIME**  
2120  
2259

**Remarks**

Garvey in WOC...given message that S-2/Jackson called.  
Wally Burnett conferenced w/Steve Brown.

**September 15, 2001**

0553 ANE ROC informed WOC that Boston Logan Arpt opened at 0500.  
0708 [REDACTED]  
0805 [REDACTED]  
0807 [REDACTED]  
0820 [REDACTED]  
0825 AAI/Eric West adz at FBI Command Post New York 540-542-5869 or 5867 will need Aimen Records & Aircraft reports, contact made with AMC. AMC OPS/AMC-Mark Sweeny at 405-954-5622 provide info. West will call back with FX  
0826 Avery conf ADA/20  
0836 NTSB/English 703-279-7961 request page AAT/Diggins. Diggins conf with English.  
0838 [REDACTED]  
0841 [REDACTED]  
0843 AAI conf convened. Participants: Donner, Streeter and Wallace. Wallace in office 79614.  
0859 FAA link dropped from computer room conf, notified HUB and WHSR. WHSR said that the conf had ended.  
0905 ACS-1, ADA-1, and Claude Manno departed computer room  
0915 AOA/Claypoole requested list of all CEO and Congressional VIPs, also requested and given copy of 9/14 log and chron. Avery advised.  
  
0916 AAI/West request Donner, home just rings, paged.  
0923 Donner conf with West.  
0928 ATP-200/Vanderburg picked up 2 envelope S06 and S07 left by ATP-200/ Niedieoski  
0929 H6/Wlater in N2 (N2 cell 202-366-8475): Request pass to AAI/James that there is a seat available on N2 today, N2 stopping in Somerset, PA, if he would like to catch a ride. Paged AAI/James  
0947 Passed msg to AAI/James, advised to pass to Wlater, thanks but no, will be in PA couple of days.  
0950 Donner conf with James  
0951 Msg passed to H6 Wlater. ADA-20/Noel in bldg.  
0958 ACS-2/Osmus conf with AHR/Tate.  
1001 Receiving numerous calls transferred from Hotline, callers stating recording not giving them a chance to leave a message. Called AOA-20/Mike Lenz, no answer, paged.  
1005 AAI/Wallace in office request Donner/Streeter. Paged Donner.  
1007 AOA/Lenz responded, Lenz suggested we call Evelyn Brown. Brown stated box was not full, have callers to send a letter or fax safety concerns not of immediate concerns.  
1013 AHR/Tate called for ADA-1 or AOA-1 phone transferred to ADA/Cecilia.  
1031 AOA-1 and ADA-1 in ACC. (WOC not notified) TWA 192, enroute to BOS, manifest had a suspicious name.  
1032 Manson Brown request conf AOA-1. AOA-1 advised cannot take call.  
1034 OST/Brown conf with ADA-2/Miller  
1036 AOA-1 conf with S-1 office.

# **Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01**

<b>TIME</b>	<b>Remarks</b>
1045	Cecilia transferred call from S-1 for ADA-1. ADA/Belger in office conf with S-1.
1047	AAI/Donner request Wallace, Wallace request Streeter to added.
1051	AOA-1 in facility conf with S-1
1053	AEU-1/Feldman request AEE/Burleson, called home left msg, cell not on, no answer office.
1117	ASW ROC/Beckman security incident—AAL 1182, B727, SLC-DFW, landed DFW at 1510Z, controllers notice suspicious actions by pilot. Pilot not following ATC instruction and had foreign accent. Security met flight.
1119	AAI/Wallace request ARM/Fazio, no ans office, left msg home. No pager listed.
1138	APA/Marcia need someone from AGI office. Left msg on home and paged Quentin Burgess. Called AGI office. APA/Adams patch to AGI/Bryan.
1145	ACS-2/Osmus request S-60 Callen. Left msg on home#, and paged.
1150	AAI/West conf with AAT-200/Gould.
1201	S80/Doug Callen request ACS-2/Osmus, no ans office paged.
1206	Osmus responded conf with S80/Callen cell# 202-439-1454
1214	ARM/Fazio conf with AAI/Wallace.
1222	AAI/West conf with AAL CSO via ASW ROC.
1245	ACO-Principal requested telcon bridge, PC 3012 assigned.
1246	AEA/ROC adz TWA785, MD80 returned JFK at 1620Z due to suspicious bag landed runway 31 without further incident. Taken to secure area.
1309	H8/Wiater conf with AOA/Rochelle.
1313	[REDACTED]
1359	Conf RAA/Debby McRoy with ACO/Welkert.
1411	Recd' call from ADA-20/Hubbard that ASO ROC standing down readiness level. No reported damage due to storm.
1436	AAI/James conf. with AAI/Donner.
1451	AAI/Donner conf. with AFS/Hollis.
1455	AAI/Donner conf. with AAI/Wallace.
1514	Manson Brown conf with AAI/Wallace.
1628	AVR-2/Gillian conf with AOA-1/Garvey.
1708	DOT/Jackson office conf with AOA-2, ref fax sent to AOA office.
1717	Kevin/S-1 office request AOA-2, left msg on voice mail. Called ADA-2, left msg voice mail. Ask him if he wanted me to walk to the office. He said don't, they will call back.
1956	Bomb Threat DAL944 Daytona Beach. ACI/Stubblefield, CMC/Arty Williams
2205	All clear DAL944. ACI/Stubblefield, ACC/Raphael, CMC/Arty
2211	Conf Bill Smullen (CS State Dept) with S-1 CS, ref Saudi Royal Family charter flight.
2220	Garvey called for Taylor, No Answer home, Cell phone turned off.
2222	Conf Garvey with Flaherty, ref Saudi Royal Family charter flight.

## **Sunday, September 16, 2001**

0002	Conf Nancy Kanowski with Steve Brown.
0004	Conf S-60 Underwood with S-1 CS Flaherty, ref Saudi Royal Family Charter.
0005	[REDACTED]
0012	Suspected HJ aircraft identified as AAL 1716, MD80. Aclt NOT being HJ. Pilot changing transponder code rotated dial through 7500 and did not stop on code.
0128	Conf CMC with Manson Brown and Flaherty, ref helo's flying over 3 Nuclear plants in NC and SC. 2 of the sites were Military exercises, the third has military f16 following the helo's to see

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TIME	Remarks
	where they are from. Brown requested from Flaherty that TFR's be established over all Nuclear Power plants, Flaherty stated would talk about it tomorrow.
0745	[REDACTED]
0807	[REDACTED]
0830	[REDACTED]
0850	OST conf initiated by Dr. Sherertz/Flaherty/M.Brown/J.Bimini-FAA/N.Kalinowski/R.Mattews.
0900	Computer room conf ended.
0904	OST conf ended.
0935	[REDACTED]
1000	Reggie Mathews/ATA400 & Dick Powell ATA-100 request contact DOE to request list of 9-11 nuclear site to set up temporary flight restrictions. Need locations, city, state, lat/long, Matthews 301-249-0990 (h) Powell 301-725-2739(h).
1003	DOE/O'Shannessy conf with Matthews, Matthews on another line took DOE #202-287-2305, will call her back.
1027	AAI/West reported NWA89, B757, LAG-DET-Amsterdam-Cairo div to back to DET due to Passenger who will be arrested. AAT/ACO/AAI adz.
1034	Conf AAI-Donner/Anderson.
1035	Conf AAI-James with HGR-8/Blythe.
1036	Dr Sherertz FAA/DOT request conf 1100E with CMC 6-6561, Jeff Gainor/DOD 703-450-7546, OST/Taylor Vincent, Manson Brown 703-476-8094, Doug Davis/AAT 7-3499, Kalinkoski 7-3666, Matthews/ATA 301-249-0990.
1039	AAI/Donner reported OST/CS will visit the Pentagon at 1600-1625E. Conf AAI-Wallace/AVR-Gilligan/AFS-1 and IAD/FSDO Nick Scarpemato
1040	OST/Susan McCuller requested had counter part at FAA, did not want Acting AGI-1 Conf with AOA-6/Sullivan.
1100	Convened conf for Dr Sherertz.
1130	AAC reassigned pass code 7500, conf 29.
1135	Adz ATA/Kalinowski, WOC received Nuclear Regulatory Commission site locations.
1155	AGC-7/Jennison requested conf with AGC-1/Leitch no answer home/office pager incorrect. Jennison left msg for Leitch to call.
1230	AGC-7/Jennison left msg APO-3/Themen to call Roger Nobler S-2 General Counsel. Left msg at APO-Dough Themen./Jon Rogder
1330	Conf M-1/Melissa with TASC/George Field.
1332	APO-3/Dough Themen called in AGC-7 message passed, Themen updated home contact numbers H-703-690-4760 C202-366-8421.
1340	APO-1/Jon Rogder returned call, briefed on AGC-7/Jennison request.
1401	ADA-30 adz AOA-1 will be interviewed 60-Minutes.
1421	Conf AAI-West with AMC re: pilot info.
1507	Conf ADA-20 Noel with S-60/Dan Boyce.
1645	Conf AOA-1 with S-2.
1655	Adz ATA/Kalinkoski GENOT 1/39 in the process of being transmitted. Advance copy faxed to All Ops Centers.
1704	GENOT 1/39 being transmitted via the FAA circuit (SVC B).
1710	<b>UNF ANY CALL INDICATING A POSSIBLE HIJACK NOTIFY NMCC FIRST, ACI-WATCH SECOND.</b>
1750	AOA/CLAYPOOLE adz AOA-1 will host a conf in the MOC with CEO's. [REDACTED]
1908	Conf AAI-Wallace with AAT/Carmody, NTSB/John Clark, Howder.

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**TIME**

**Remarks**

2015 Conference AAI/West with ANE re. FBI request for MASS-Port data.  
2040 DOT/Kenneth Mead requested AOA-1 and S-2. AOA-1 was in meeting with S-2 message passed to S-2 secretary.  
2050 ADA-1 requested AAT-1, AAT-1 enroute to office.  
2052 Hanger 6/Clemmer conf with ATCSCC  
2105 Message passed to AAT-1.  
2117 ADA-1 requested conf with AAT-1 and AEA/Hatfield. Hatfield paged.  
Conf ADA-1 with AAT-1 and AEA/Hatfield.

**Monday September 17, 2001**

0040 CMC closed until 0600.  
0615 ACC closed down, moved to Room 312.  
0730 [REDACTED]  
0750 [REDACTED]  
0920 WHSR Maj. Brady updated on telephone #'s and possible visit.  
1030 AOA-1 conf convened w/37 participants.  
1153 Coast Guard Headquarters called WOC reporting that the local CG reported 911 call received indicating an a/ct being hijacked over Chicago.  
1154 WOC called NMCC and passed info to LTC Evetts.  
1157 WOC called AGL ROC requesting info on CG call.  
1159 Coast Guard LTC Duignan called to report that the 1153 am call was not an hijacking, but a passenger locked in restroom.  
1200 WOC called Coast Guard spoke w/LTC Duignan and requested what airline the passenger was on, they did not get the airline.  
1203 NMCC called to report call was a hoax.  
1215 AOA-1 conf ended.  
1452 AWP ROC reported possible hijacking a/c-450 LAX to PHX  
1453- Contacting NMCC Major Allen.  
1454 ACI Watch Daniel Smith  
1457 ACO Peter Falcon instructed WOC to initiate primary net.  
1459 FBI - Ann Hunt added to net  
1500 Secret Service - Pirayno added to net. [REDACTED]  
1501 DOJ -John added to net  
1501 CIA - Vallery Hill added to net  
1502 DIA - B. Sheehan added to net  
1504 DOS - Karen Varuski added to net  
1506 White House - Brad Mymtk added to net  
1507 Us Space Command Corp Thompson added to net  
1508 Coast Guard added to net  
1512 A/cf landed at PHX without incident was met by local law enforcement FBI & FAA security. No suspicious activity.  
1525 Received all clear.  
1600 AAT-1 CELL changed PC conf to 7333 (28).



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**TIME**

**Remarks**

1700 AAT-130 (ATCSCC-ARTCC's) changed PC conf to 4012 (61).

1710

2055

Gett/ACI on 3<sup>rd</sup> floor called for contractions that are in GENOT for Tom Davis.

2113

Bomb Threat/CVG...faxed to AOA-2/ADA-2/CMC.

2131

Passed info to Gett/ACI on 3<sup>rd</sup> floor.

**Tuesday September 18, 2001**

0001

CMC closed until 0600.

0045

ACO has moved to the ACC.

0440

Canadian/Nacada Bob Scott requested assistance in providing landing approval for an Angolian diplomat/Hernando Dos Santos at TEB. He had an approval for 9/17 landing JFK. Contacted Waivers, no answer, contacted ATCSCC and State was advised unable approval until after 7:30. The diplomat is located at Nova Scotia.

0600

0730

0801

0805

0936

Bomb Threat at ATL, TRS278, DC9, ATL-BOS, chr at 1000H.

1110

AAC Pos. 6 (35105) dropping calls, reported to OST/TACS, Switch Tech swap a telephone card in the switch.

1208

Suspicious item found at the United Airlines Counter at LAX, UAL terminal 8 evacuated. AOA-2/ADA-2/MCM/ADA-20.

1245

ACO in ACC adz HIJACK in progress activate the Primary Net, NMCC-DDO/Cap Leidig conf No security participants in conf, NMCC added to security 7500 conf. AAL645, B737, JFK-KJP, over Cuba.

1246

ACI-Wach/Harris adz.

1247

AAT adz non-event per ACO/McLahlan closed net.

1450

Per Rochelle, CIA will be coming over to brief AOA-1 daily. Times subject to change.

1655

1701

1822

WOC directed by Security Charlotte Bryant to activate Primary Hijack Net. Re: Possible Hijack at Dulles International Arpt. NMCC NWA36, DC10, IAD-AMS

1822

NMCC MAJ Allen added to Primary Net.

1823

FBI/Arm Hunt added Net.

1824

USSS/Anders added Net.

1825

CIA/Carl (LO) added Net.

1826

DIA/LTC. Sheehay added Net.

1827

State Dept/Mark added Net.

1827

NWA/John Quackburs called-in added Primary Net.

1834

ACO/Fran directed WOC activate Tactical Net. AEA/ROC called requested AEA-700.

1840

AEA/ROC called again re WOC Tactical Net. ARA/ROC called requesting AEA-700.

1844

ACO/Charlotte Bryant called AEA-700 direct and provided Tactical Net, AEA-700 entered Tactical.

1850

WHSR adz Computer room call.

1855

AEA agents on scene

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TIME	Remarks
1857	Unable to communicate w/flight attendant. Have names of 30 possible hijackers. FBI verifying names.
1859	No disturbance in cabin
1900	NWA captain made 1 call to lead flight attendant adz they are exiting acft.
1902	FBI Wash swat team 15 min ETA Dulles.
1903	Local police and FBI inter viewing pilot. Acft surrounded by FBI agents
1904	FBI rear flight attendant talking to a tower.
1905	Dulles tower not talking to flight attendant
1908	Additional cell phone number for flight member provided by NWA corporate. Info passed to FBI agents for attempt communication
1909	No armed law enforcement officers
1910	FBI flight attendant no disturbance on acft
1911	Operational commander will make decision on course of action. When to open doors.
1913	Flight attendant talking w/Dulles arpt police. Attendants going row to row keeping passengers calm "reassuring passengers everything is okay."
1916	Briefed AOA/2 IAD incident.
1919	Briefed ADA/2 IAD Incident.
1922	Briefed AVR2 and Peter Challen IAD Incident.
1925	Briefed ARP1 IAD Incident.
1920	No hijack awaiting FBI open door. Commander arriving on scene to open acft door and clear the acft.
1923	Renne Austin made initial call
1925	Supika Detronila suppose talking to Dulles arpt police
1932	Passengers are deplaning and being met
1937	FBI agents stated passengers are not deplaning. No updates
1939	Swat in place approaching acft with bomb dog
1940	Mobile stairs enroute to acft. Capt w/swat team to identify flight attendant
1941	NWA security confirming flight attendant DOB/employee number/seniority
1944	SSN matched
1946	Mobil stairs being brought up to acft
1947	911 tape being requested by FBI
1948	FBI swat entering acft
1949	1 flight attendant being deplaned
1950	Awaiting final resolution
1950	2 <sup>nd</sup> flight attendant exited
1950	¼ flight attendant exited acft
1952	Passengers calm and seated in their seats
1952	Passengers deplaning at this time
1953	NORAD/State Ops signing off
1953	Carry on being checked FBI
1955	NWA Ops questioning whether all clear
1957	Coast Guard signing off
1958	Passenger being searched
1958	NWA John Klinkenburg - thanked net
1959	DOT signing off
2000	WHSR signing off

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TIME	Remarks
2002	Incident in Boston, ticking device in overhead compartment on board NWA 38 being evacuated. Flt at gate 3B. Ross info from Boston tower.
2003	Ross status report update NMCC
2004	Tactical net activated
2004	NWA 38 did not deploy chutes
2004	NWA not talking with crew
2004	<u>National and SS on line</u>
2005	NWA all passengers off acft. Acft to be towed to remote location
2007	Ross update
2008	Sec Trans Mineta on net. Ross continuing update
2009	Briefed ADA-1 on BOS incident.
2011	NWA plane scheduled Boston/AMS/DET
2011	NWA 38 DC10
2012	NWA Capt. Terry Schmidy talk w/Chief pilot
2013	Ross recap
2015	Briefed AOA-2 on BOS incident.
2016	SIOC - 2 FBI on scene
2016	ANE - State using BOD K-9 searching, term evacuated (gate area)
2018	SIOC - possible broken walkman
2018	FAA - two items rubbing. Briefed ADA-2 on BOS incident.
2019	SIOC FBI reports clear to proceed
2020	OST/State sign off
2020	SS still on, NW ANE
2022	FBI - situation clear
2300	2 additional Security Faxes to be transmitted. 3 multiple address faxes outgoing.

### WEDNESDAY SEPTEMBER 19, 2001

0023	DOT Flaherty for OST security at Nassif. Called x61100 no answer. Number rolled over to 61103 again no answer.
0024	Informed Flaherty and he requested Guard Desk.
0025	Called Guard Desk at x62816 no answer. Informed Flaherty.
0026	Called Guard desk at FAA HQ. SGT Mayo. She too tried Guard desk at DOTHQ no answer.
0029	Informed Flaherty. FAAWOC tried guard desk again Officer Samuels answered giving the telephone to SGT Jenkins.
0030	Conf DOT Flaherty with SGT Jenkins Nassif building.
0215	Mike Weikert (ACO) in ACC having telephone problems. Feedback coming from AAT conference into the Security Conf.
0220	Monitored conferences from VTS. Appears to be no problem. Contacted Battle.
0230	Mr. Weikert still having problems with feedback. Will assist in correcting Problem.
0245	Spoke with ACO Weikert, ref feed back problem. Whenever Security speaks into a conference AAT conf Can hear what is being said.
0250	Contacted Battle for some guidance.
0300	Entered conf 28 and 29 via VTS. Trying to locate problem. Still there is no overlapping over the system.
0315	Contacted Battle. Swapped Headphones. Still hearing feedback from Security Conference into Air Traffic conference.
0330	Ensured all conferences were in the PC mode and not CO modes.

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TIME	Remarks
0415	Contacted Battle. Facility (ACC) having additional problems over the Conference Bridge. Multiple phones are overlapping from Security conference into AAT conference.
0430	Battle advising.
0445	Went into AAT conference to try and see if lines are not crossing over into the Security conference. Line 192 no response, Line 193 AAT at HQ. Received responses from line 193-Hq, line 140-ASO, Line 169 HQ ACC, Line 170-HQ ACC. Located problem online 173 no response and there was an open mike.
0515	No longer have feed back in the ACC. All lines are clear. Informed Battle.
0540	[REDACTED]
0710	[REDACTED]
0725	[REDACTED]
0740	AGL ROC called, BLR 308, JS41, PIT-IAD, was previously reported as suspect hijacking, false alarm, pilot reported to ZOB at 1120Z that it was a miscommunication between the pilot and flight attendant. ACI/Chester, AOA2 and ADA-2 notified.
0800	[REDACTED]
0829	Brad/WHSR-request info on a 2 incidents of unmarked helicopters over flying nuclear power plants last night (9/18) in PHX and in South Carolina a couple of days ago. Call transferred to AAT/Tom Davidson.
0845	ATP/200-Joe Miller in facility, tasked to investigate, the unmarked helicopter incidents. Neither WOC nor AWP have any info or reports on the incidents.
1012	AOA-1/CIA in computer room for briefing escorted by ACI.
1447	[REDACTED]
1505	[REDACTED]
1644	Received call from ANM ROC of a Bomb Threat against Lewiston, ID arpt 1500M. Unidentified individual, arpt being search, arpt and FAA security on the scene. Notified ACI watch, AOA-2/ADA-2/ faxed CMC/ADA-20/ATCSCC.
2035	Recd initial call from (WHSR) regarding possible HIJACK in progress, with acft squawking 7500 code Over Western Kentucky moving eastbound at FL280. WHSR rcvd call from NORAD and NMCC with Initial report.
2037	Called (ASO-ROC) requesting info on possible HIJACK, no info available at this time.
2039	Notified (NMCC) Maj. Skinnelly of possible HIJACK.
2040	Rcvd call from NSA on MLP asking for information on possible HIJACK.
2041	Notified ACO Watch (McMillin) of possible HIJACK.
2042	Recd call from ACI-WATCH requesting N-number of possible HIJACK acft.
2043	Notified ACI Watch/Korman of a possible HIJACK.
2046	Called AAT-CELL HQS/Heather for more info on possible HIJACK...AAT reporting fast moving acft...AWACS has acft on radar...military fighters going up.
2051	AAT conf reporting acft not squawking 7500 code.
2059	Called and briefed Zoeller on the situation.
2100	Called Miller home phone busy. Paged Miller.
2101	Called and briefed Grezel/CMC on the situation.
2115	Called Miller and briefed on situation...Miller said to brief Belger.
2116	Mrs. Garvey called in...brief on situation.
2117	Called and briefed Belger.
2120	Conf'd AOA1 w/ADA-1.
2121	AAT reported that 7500 code not observed.
2125	Belger called in wanting to be conf'd with person in charge of ACO Watch in ACC.
2126	Conf'd Belger w/McMillan in ACC.

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## **TIME**

## **Remarks**

2128 AAT-CELL HQS reporting HIJACK event a non-incident.  
 2131 CMC/Grasel informed.  
 2135 Called and briefed Zoeller of closeout of event.  
 2136 Called and briefed Miller of closeout of event.  
 2335 Taping ABC Nightline: America Fights Back.

**September 20, 2001**

0656 Briefed AAT-1/Peacock on Nighthawk movement.  
 0934 Brief AAT-1/Peacock on another Nighthawk movement.  
 0950 Call from ACE ROC/Patty Bomb threat to IA ANG-Bomb squad enroute, individual in custody, FAA security advised. ACI Watch/Torn.  
 0955 [REDACTED]  
 1034 Monitor of AT Cell conference reporting G/A VFR operating at low altitude venty downtown Chicago.  
 1034 Call to NMCC/LTC Bethel re. Chicago GA  
 1045 AGL-Carl Henley 847-294-7549 or 7202 updated Chicago GA information.  
 1047 Call to ACI/Elaine re. Chicago GA.  
 1050 AOA-2/ADA-2/CMC/Nancy briefed on Chicago GA.  
 1101 Conference call with AGL-505/Henley, C90/John Djukic. 2-3 hits at 0923C with 1200 code and 1400 mode "C" at ORD 120/012 was only contact with GA/VFR unkn. Local police reported single engine "high wing" red/white acft flying "low". C90 continuing to monitor. FBI has single engine blue/white high wing acft operating venty GYY.  
 1111 NORAD advised of detailed information re. Chicago GA.  
 1125 Monitor of AT Cell conference reported UAL 945 ORD departure possible 7500 squawk.  
 1126 Call to NMCC/LTC Botitaro and NORAD/Sgt McPherson re UAL 945. AGL advised 7500 code was UAL 945 ORD-DEN reporting medical emergency via 7600 squawk (NORAD observed transponder passed 7500 to 7600), UAL 945 was unable to report emergency on frequency because of frequency interference (stuck mike). Acft has complied with all ATC requests.  
 1135 Call to NMCC/LTC Botitaro with UAL 945 incident.  
 1139 CMC/Nancy briefed on UAL 945. ACC briefed on Chicago GA/UAL 945.  
 1252 AT Cell conference reported unkn AAL possible hijacked out of MKE and rumor that Sears Tower had been evacuated. No confirmed info on Sears Tower evacuations, believed some employees heard the rumor of UAL 945 and evacuated on their own.  
 1253 NMCC/Chief Young advised of rumor. Chicago ATC had reported previous acft was diverted INTO MKE due to adverse weather. NMCC had no information on possible hijack  
 1300 Call from ASW ROC/Beckman -UAL 1580, B727, ABQ-DEN. ABQ Apch got a call from UAL OPS who got a call from FBI. UAL OPS stated "Don't let them go", reason unkn. Acft sitting end of runway. ACI Watch/Markley notified.  
 1304 ASW ROC/Beckman-UAL 1580 departed, no info on why it was held.  
 1306 Briefed AAT-4/LTC Pandolfo on MUSCLE 14 movement.  
 1324 [REDACTED]  
 1329 [REDACTED]  
 1357 [REDACTED]  
 1400 [REDACTED]  
 1515 Passed NightHawk movement to AAT-4  
 1553 Called Dubai for ACI/McMillan.  
 1600 Call from Henry Felices/CMC for update unidentified GA over CHI, via AAT/Davidson they were unable to ID the acft or track it, acft went below radar and departed westbound. He also wanted to know about Chicago Meets Arpt-Chicago Meets has been closed for weeks.



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TIME	Remarks
1725	ASO ROC/COOPER ADVISE AAL 934, B757, squawking 7500, MIA-BOS @2120z (1720E), (acft reported inadvertent) and then switch to 7700. NMCC/Maj Scoonmaker notified.
1726	ACI Watch/Ferry notified ADA-20 in facility briefed.
1728	Avery briefed.
1727	ACO/McMillan notified, hijack primary net activated.
1732	ACO/McMillan request stand down on net--AAL OPS reported ACARS msg indicated acft okay. ADA-2 in facility
1733	AOA-2 in facility. ADA-20 in facility.
1740	Advised NORAD was scrambling. ACO-1/McMillan advised /hijack primary net activated
1745	NMCC/Scoonmaker in net. Notified CMC/Henry.
1746	Notified CS/Flaherty--S1 office added to net.
1747	FBI briefed added to Net. White House Sit Room/Ralph added to net. Called PEOC numerous times lines busy.
1752	Secret Service added to net.
1754	CIA briefed and added to conf in LO/DOJ added to net LO
1758	Coast Guard flag Plot LO
1755	ACI Watch/Merkley added to Net. DIA added to net LO
1759	Added ATCSCC/Tim to conf. State ops added to net/Koeler
1802	US Space Command/Capt Hibbart
1805	APA-1 briefed on AAL 934.
1806	A-1/Lunner briefed.
1807	Net advised another ACARS msg was sent to the pilot with questions only he could answer, not a hijacking. ATS-1/Brown briefed
1809	S-60/Dan McClellan briefed
1828	ADA-30/Avery
1840	ANE/Rick advised that AAL 934 is 10 mins. out and Boston will be closing. Acft will land Runway 15R.
1841	Corcoran called ANE/Rick to advise that there was a stand down on that acft, ANE 700 will call ACI Watch to see if they can stop the shutdown.
1903	Closed Boston arpt.
1905	ADA-2/Miller notified.
1906	AAT/Ann Moore notified. CMC/Henry notified.
1915	Boston arpt reopened.
1936	Boston all clear, wrong transponder code.
1953	Informed by Rich McMillian that PC7500 Security conf deactivated on 9/19. If needed they will request.
2250	Per Henry at CMC any info concerning FAA to be passed to CMC from 1200 midnight to 0600 should go to CMC Ops Chief at 61863.
2314	Received call from reporter Amy Regel from CBS PHX asking about acft that FBI agents boarded in PHX.
2315	Went on AAT Net requesting info.
2318	AAT informed WOC that it was America West 190, type unkn, Dallas to PHX.
2324	Notified NMCC threat against America West 190, informed us to call back when we have an update on situation.
2325	Notified ACI Watch/Bart. Notified APA/Brown of America West 190 threat.
2326	Notified ACO Command Mike Weikert. Received call from ASW/Eddie to advise of situation.
2327	Left msg on Zoeller answering machine.
2328	Left msg on Zoeller cell phone.
2329	Briefed Avery

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## **TIME**

## **Remarks**

2330 Briefed Shirley Miller

2333 Briefed Dan Noel

2335 Acft did not move from Gate A10, acft pushed back to gate, passengers deplaned normally, acft being searched.

2350 Received from AAT net - acft pushed off at 1901P then pulled back on gate at 1905P. Threat info came thru the PHX reservations office from the Reno reservations office. Inspection complete there is no bomb.

2350 Major Noell at NMCC received updated info.

2355 Updated APA/Brown.

**Friday, September 21, 2001**

0000 CMC closed until 0600.

0005 Notified CMC Chief/Robinson re: America West threat.

0011 Notified NMCC Col Brumberman that situation closed out.

0031 Received call from ANM ROC/Mike stating the Portland Police department received @ 2050P an announcement stating, "For the Love of Allah two (2) airlines will be taken out tonight."

0033 Notified ACI Watch/Tom

0033 Notified NMCC/Brumberman

0036 Notified ACO/Mike Weikert. Faxed to Zoeller & Miller.

0720 [REDACTED]

0747 [REDACTED]

0755 Tom Schneider from Remote Site in facility with Paul Carlson (Contractor) monitoring information flow the facility. Looking for NOTAMS.

0800 ACI-1 Manno delivers Briefing Book to WOC and he depart facility.

0845 Per MLA, and D. Noel at 0900 EST, recorded telephone test will begin at 0900. Lee Vanboogarden will be station at the Desk of MLA.

0915 Verizon Tech in facility. VTS phone line recording.

0920 Lee Turner in facility. Testing phone line for recording.

0945 Mr. Turner departs facility. Will be back for additional testing. Some line problems.

0956 Via ABA ANS-BLR501, JS32, IAD, report fire #2 engine, passers deplaned Via stairs onto taxiway J, bused to terminal no injuries. No ATC impact. Pass to AOA-2, AAI, per AOA2 write up and fax to CMC.

1033 Bomb Threat at LAS via pay telephone. Passed to Dean Chester in ACI watch/AOA-2.

1120 Received call from Eric West AAI-100, working with FBI at FBI Command Center (540-542-5869), in New York requested conf with AGL ROC. Re: possible 30 Crop Dusters stolen in the Chicago area. Request came from the Manhattan District Attorney's Office thru the FBI.

1121 Conf Eric West with AGL-ROC Bob Henshackle who conf in AGL-AFS DON. Number for DON is 630-443-3100.

1134 AWP ROC/JJ LAS evacuated terminal and baggage area, K-9 on scene. ACI Watch/Smith, ACO/McLaughlin, AOA-2. AOA-2 request send fax to CMC.

1142 Update from (McLaughlin) ACO LAS Bomb Threat, Baggage area and part of the terminal next to the baggage area evacuated as a precaution. (Not the entire terminal). The caller stated the bomb would go off at 0830P. K9 on Scene.

1128 Nighthawk conf from NMCC passed to AAT-4 military office Maj. Nicks. .

1209 AWP ROC/JJ advised LAS bomb threat terminated at 0854P, nothing found. Notified ACI/Liz, ACO/McLaughlin, AOA-2, fax ATCSCC/CMC/ADA-20

1226 ACI/Mercer advise ref crop dusters, there is no record of theft, EPIC did not have any reports.

1237 [REDACTED]

1410 [REDACTED]

1419 Passed info to Maj. Knicks AAT-4 military.

1520 [REDACTED]

1528 [REDACTED]

# **Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01**

## **TIME**

## **Remarks**

1530 Able to log onto Computer 1, unable to log onto computer #2. Called Help Desk (Tony) to initiate changes.

1535 Tony could not understand what which computer system I could not log onto.

1545 Mr. Manno, decided to leave Conference Room. He will be back in the morning for the 0730 conference.

1550 Ask Help Desk (Tony) to reinitiate my (AL) logging on system.

1555 [REDACTED]

1552 [REDACTED]

1621 COA 449, SFO-EWR, was taxied back to gate. RH: Passenger crosscheck. FBI me passenger and has in custody.  
Air Canada 756, AB320, SFO-TYYZ, did not leave gate. Rc: 4 suspicious passengers. FBI met aircraft and took the passengers into custody.

1655 Faxed and hand carried copies of Suspicious passengers on Canadian Air 756/Continental 449 to AOA-2, ADA-2, CMC, ADA-20.

1700 JJ/AWP reported 2 additional passenger taken into custody from COA449.

1800 [REDACTED]

1815 [REDACTED]

1840 Conf Mr. McMullin (ACC) with AWP ROC, ACI Watch ref Unattended Baggage LAX. Incident cleared.

1855 Bomb threat and Unattended Baggage at Lax all cleared. Passed to CMC/Mr. McMullin.

1916 ASO/ROC adz FlagShip 5804, type unk, landing Greenville, MS Flight Attendant reported possible bomb On board, Greenville, MS ATCT evacuating. Brfd ACO-McMullin & CMC/Cleary. Faxed AOA-2/ADA-2/ATCSCC ADA-20.

1952 ASO/ROC adz update FlagShip 5804, Flight Attendant reported a bag was left onboard, all clear at 1945E ACO/McMullin-CMC/Cleary adz, fixed-AOA-2/ADA-2/ATCSCC, CC ADA-20.

2020 Possible breach of security at LAX. A Garrett Corp acft parked/unoccupied appeared to have a door forced open. Faxed: AOA-2/ADA-2/ACI/S-60/CMC.

2030 ADA-20/SITREP #11 received.

2128 Sectary of Treasury/Paul O'Neill called requested conf with Sectary of Transportation/Mineta, S-1 At home no answer, conf completed via S-1 cell.

2222 Under Sectary of Treasury/Peter Fisher conf with Deputy Sectary M.Jackson.

2222 NSC/John Cloud requested conf with S-2, adz he was on another call and would return the call.

2229 Conf S-2 with NSC/John Cloud.

2230 General Counsel Treasury/Brett Barkley requested Pilot License Info, conf with AMC-700 & ACO-Duty/McMillen brfd. McMillen stated AMC-700 was good choice.

2320 Verizon Tech/Jacques departed facility, briefed all record line up and working expect VTS handset, ANI Will be adz 9/22 AM.

2354 Received classified fax for AOA-1.

**Saturday 9/22/01**

0000 CMC closed until 0600.

0101 Received classified fax for ATP/Scott.

0210 Loud noise on Air Traffic 7333 conf, WOC located line 189 with a open microphone, after no response the line was dropped, situation clear.

0240 CMC/Donna O'Berry called requested ADA-20/Noel reference out of service warning lights in the Montgomery county area, WOC adz OTS warning lights are generally passed to the nearest AFSS via their ROC. O'Berry conf with AEA/ROC.

0242 [REDACTED]

0303 AAL-720 conf with ACO/Weikert, non-specific threat. ACO/Weikert adz AAL-720 should brief local FBI-offices.

0305 [REDACTED]

0306 [REDACTED]

# Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01

## TIME

## Remarks

0335 [REDACTED]  
0355 Faxed AAL non specific threat info to AOA-2/ADA-2/CMC.  
0510 Unspecified threat recd from AWP/Nelson on AAL-889, MD80, LAX to Mazatlan, Mexico. Acft turned around returning to LAX, refused escort to LAX. Pilot reported everything is ok.  
  
0552 AAL889 landed LAX without incident.  
0600 Laura Green/ABC news 222-7770 requested info on AAL-889.  
0601 Info passed to APA/Brown.  
0700 Receiving intermittent tones on Air Traffic 7333 conf, attempting to locate the source.  
1308 Bomb Threat relayed via Air Traffic net.  
1309 Called CMC ref JFK Bomb Threat, faxed to S-60. Called ACI Watch ref Bomb Threat.  
1310 Called AEA ROC ref JFK Bomb Threat, faxed to S-60. Avery notified JFK Bomb Threat.  
1312 Notified AOA-2, JFK Bomb Threat.  
1314 Called Miller ref JFK Bomb Threat, No answer, msg & BB.  
1317 Conf'd AOA/Garvey with Senator Doregan.  
1323 Updated Smith ACL. Updated Miller ref BB. U/D Smith, ACI Watch.  
1333 [REDACTED]  
1335 Faxed JFK Bomb Threat to AOA-2 & ADA-2.  
1338 Updated LAS Bomb threat - all clear. ADA-2 briefed.  
1343 Updated Miller ref BB.  
1345 Updated CMC - Linda & Nickson.  
1348 [REDACTED]  
1349 Updated Zoeller ref JFK.  
1353 Briefed APA Duty Officer.  
1355 [REDACTED]  
1400 JFK alternate tower up and operational..  
1411 Conf'd Paul Feldman w/Carl Burleson.  
1415 Garvey conf'd w/Flaherty lit JFK bomb threat...gave him a briefing...that he was already aware.  
1422 Rcvd call from AGL/Hanshakel referencing a bomb threat on AAL 1214, enroute from O'Hare to Toronto acft on ground at Toronto awaiting FBI investigators...threat was on napkin left by employee of food svcs stating "There is a bomb defuser onboard."  
1423 Notified ACO Watch in ACC of bomb threat on AAL 1214.  
1503 AT Bridge no Sweep till 1600 per P/A.  
1504 Conf Kelliger SWA with Garvey.  
1517 Updated ACI watch ref JFK Tower.  
1518 Updated CMC ref JFK Tower.  
1519 BB and MSG for Mello, from ACI Watch.  
1523 Conf. Mello with AEA 505.  
1529 Conf. Mello with AGL 505.  
1536 BB Belger for Griffith, no answer cell.  
1538 Conf. Feldman with Burleson.  
1547 LAX Bomb Threat - all clear.  
1551 Conf. Spitaliere with DelBarco, National Public Radio.  
1556 Conf. Challin with Brown.

# **Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01**

<b>TIME</b>	<b>Remarks</b>
1652	JFK all clear.
1656	AEA/ROC - JFK Tower - all clear.
1704	JFK ATCT re-occupied and normal operations resumed.
1711	SWA/Herb Kelleher called for AOA/Garvey called AOA office no answer....Kelleher left number where he can be reached.
1712	Paged Mrs. Garvey.
1713	Called cell number no answer.
1714	Called AOA1/Garvey at home....conf'd with Herb Kelleher. Passed information to Mrs. Garvey that Monte Belger was trying to reach her.
1723	Mrs. Garvey called in...informed WOC that pager batteries were dead and would turn on cell phone. Requested to be conf'd with Belger.
1724	Conf'd Garvey w/Belger.
1730	Conf'd Garvey w/Flaherty and S-2/Jackson.
1744	Peter Challen called for Steve Brown...Challen at home.
1745	Paged Steve Brown.
1746	John Daly FAA Rep at FBI requested to be connected to CMC....transferred call.
1754	Mrs. Garvey conf'd with ADA-1/Belger, ATS-1/Brown, and AAT-2/Griffith.
1803	Rcvd call from FEMA/Sean Fenn referencing CLS...wanted to know local movements of Secy. WOC did not have any local movement information.
1815	Conf'd Steve Brown with Peter Challen.
1819	Conf'd news reporter Hosenball with APA-1/Scott Brenner referencing crop dusters.
1830	Conf'd Mrs. Garvey with Belger, Steve Brown, Jeff Griffith, Michael Jackson, and John Flaherty.
1954	[REDACTED]
1955	FEMA Secure conf. ref S1.
2001	BFD STU-III LTC Abbott ref military flights.
2001	RTS/Johnson
2011	AEA-ANS call - Susp. Pkg Elmira, NY - Evacuation.
2025	Fax Kennedy Bomb threat to CMC, ACL S60. Steve Brown called to let WOC know he will be on cell # 366-8447 for 1 hr.
2049	Michael Jackson/S2 request conf. with AOA-1, S1, S1CS. All parties added to conf. S1CS requested non-recorded conf.
2059	PBX test with Verizon. Lost signal/line.
2106	Elmira arpt returned to normal ops @2000. No bomb found. Minimal delays (1 GA). Briefed via fax AOA-2, ACL, S60, CMC.
2130	Steve Brown called to say he was home.
2215	Conf convened by Brown ended. Garvey reqd unrecorded conf with Monte.
2220	Rcvd call from Mark Sherian, American Eagle Airlines with concern about knives within secure area at ORD. Call transferred to AAC-Sue X35100.
2229	Conf. S2 with Jeff Griffith.
2250	Conf. AOA-1 with ADA-1. - SEATAC - Woman Employee (AGENT) went thru security w/swiss army knife. Transferred to ACO/ACC.
	<b>SEPTEMBER 23, 2001</b>
0325	Rcvd call from AGL ROC/Handschel reporting a unauthorized acft flying around Marshall Field Nuclear plant, Detroit. Detroit/Toledo/Cleveland aware. Per AT net, Cleveland ARTCC reported no target & that initial report came from a civilian. Briefed AAT-Ellis, CMC/AOA-2 via fax, ADA-2 voice, ACC/Weikert.
1905	[REDACTED]
1929	Peggy Gilligan request conf. w/Tom McSwceny, John Hickey & Nick Sabatini.
1934	Dennis Degastano returned call to Bob Long. No answer at resident.



# **Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01**

<b>TIME</b>	<b>Remarks</b>
2100	Called Dan Noel ref distro of Notice #7110.263A.
2115	Conf. Dan Noel with Robbie/AAT ref Notice #7110.263A. Informed WOC that notice was faxed to all 500's in the regions and that WOC just fax to ROC's. Sent Rolls home.
2136	ACS-1 Canavan for OOIC/Cusack, wanted ATS-1 to be confid with Dan Lavern 202-362-8937.
2150	AWP/IJ called with suspicious package at LAX. Notified via fax AOA-2/ADA-2/CMC/S60. Briefed ACI Watch and ACC per ACI Watch.
2255	LAX suspicious package all clear @2235E.
<b>SEPTEMBER 24, 2001</b>	
0025	ANM ROC/O'Connor called to brief Bomb Threat at Portland Arpt. Briefed via fax AOA-2/CMC/S60. Briefed ACI Watch/Bert/ACC/Kris.
0109	ANM ROC/O'Connor briefed Portland all clear at 2132P.
0220	Conf. C. Rushlow ACI/FBI with Herndon
0225	Laura Green/ABC News called for duty officer ref crop duster band lifted. Message passed, Duty Officer /Spitalier said she can wait until morning.
1219	N7110.263B (Reporting of Suspicious aircraft/pilot activities) faxed for Dan Noel.
1300	New phones at positions 1, 2, and 3 have been added to record voice they have been named CCP 1/2/3 (Center Crisis Phone).
1500	AOA ofc Rochelle Claypoole called unable to reach AEA Region Arlene Feldman office via phone...WOC attempted phone call on Meridian, VTS, cell phone, Stu-III, and SATCOM phone....unable to reach AEA ROC....called ANE ROC to relay to AEA ROC to call WOC.
1520	AEA ROC called WOC and informed WOC that the phones in the NY area are saturated with phone calls and to use the GETS card to call them....and that they told us a couple of days ago.
1521	Asked Joan Funkhouser referencing to the situation in NY and the GETS card....Joan brought WOC a GETS card to be used in the ops center.
1928	APA-1 conf with Rochelle. APA-1 dropped, awaiting call back.
1933	Rochelle spoke with APA-1/AOA-1 due to leave NY at 2030E - ETA approx 2200E. Need to advise Earl.
1942	AOA-1 for ACS-2, not at home. Will page.
1944	APA-2 for ACS-2, advised AOA-1 looking for ACS-2 also. APA-2 left cell for APA-1 (202-550-6134).
1950	Conf. ACS-2 with AOA-1.
2236	Call from Pueblo ATCT. Caller called into ATCT in ref to 9 computers/flight manuals for B757 found in dumpster. 6 mid-east students living in area, 4 moved out. Info passed to ACC/ACI/S60/CMC/AOA/ADA/ANM.
2310	USCINCPACOM Navy Rep. - Rick Jordan STU-III call. Ref: Acft purchase. Info passed to ACI Watch/Matt Kortman.
<b>September 25, 2001</b>	
0903	Received call from ASO ROC/Jennifer with MIA Apch/Larry Connor-not sure how to report this incident ref new Notice 7110.263B. N9868P, Piper PA36, IFR, FXE to MYLS(Bahamas), shortly after dep FXE pilot with broken English, reported temperature problem then oil pressure problem. Acft held over Pomano Beach at 2,000 then climbed to 3,000 without clearance. Acft returned to FXE, landed without incident at 0845E. FXE PD, ASO Security, FBI, FSDO notified.
1114	[REDACTED]
1320	ADA-20/Noel called inquiring if WOC know anything about a bomb threat BWI, answer is negative. Noel stated Hatfield received a page. No alert received on WOC(ATCSCC pager). Checked with AEA ROC they had no info.
1330	ACO/Bob McLaughlin in facility to brief on Bomb threat BWI, notified AOA-2/ADA-2/S-60/APA, faxed CMC. Special Alert issued.
1358	[REDACTED]

# Chronology ADA-30, Operations Center Terrorist Attacks NY-DC 9/11/01

## TIME

## Remarks

1420 CCP call, ZFW advised working N8TB, attempted vectors, would not follow instructions, pilot spoke very little English, landed Clinton-Sherman Arpt, OK, arpt mgr said pilot look suspicious and called FBI. ACO/McLaughlin briefed.

1425 [REDACTED]

1447 ACO/McLaughlin—received via AWP 700 a call was made to Oakland call center (arpt info line), caller had accent, unkn origin. Caller stated "I will seriously, not let JetBlue 91 leave NY. FBI Oakland notified. Faxed ACI/S-60 copy AOA-1/ADA-2.

1450 CCP call, follow-up on Clinton-Sherman Arpt, flight school at Wiley Post sent another flight school acft to pick up pilot and ferry N8TB back to Wiley Post, FBI will meet acft at Wiley Post

1452 [REDACTED]

1555 Mr Linden Fraiser/Mid Level Executive of AJI 972-248-2478 x9303 called FTW AFSS stated a B767 enroute Paris-ORD, ETA 2313Z, using call unauthorized call sign of AJI 1150 (Amerijet Charter). NMCC CMDR Brest/ACO McLaughlin notified.

1600 Update: Via Frasier was using his flight explorer, computer glitch. AJI 1105 did not show up on TSD. NMCC CMDR Brest/ACO notified.

1611 [REDACTED]

1708 [REDACTED]

1728 Update from ACO/McLaughlin BAL PD will stand down at 1800E, still using 2 gates to operations area

1848 COOP call out completed for ANS.

1848 COOP advanced CADRE completed for ANS.

1950 CCP #3 call from Ft Worth ARTCC Tom Hughes re: suspicious activity; request for 3 photo mission. A/C N72274, C208, departing FTW; N200DW, BE20, departing IRW; N4640F, C206, departing RRD.

1855 CCP #2 Ft Worth ARTCC Herbie Garrison, re: low flying unidentified acft.

2001 ASW ROC called w/ASW-505 stating they called Ardmore ATCT and tower reported nothing unusual to report.

2015 Situation Report #15 received.

2017 Received fax from AEA ROC re JetBlue 91 update: FBI & NY CASFO keeping case open at this time.

**September 26, 2001**

0450 Received call from Ft Worth ARTCC/Deanna Martin requesting AAT duty person. Conf w/Paul Barko/AAT. Ms. Martin wanted to know if ARTCC could give FBI and DOD flight plan.

0700 Chronology discontinued. See Facility Log for relevant entries.

1850 During relief briefing Security event at ORL, Major notification began.

2150 Acft NORDO, Military Fighter acft scramble in Seattle Airspace, info via AT Net briefed ACO-DO.

2206 ASW ROC called with ASW-710/DFW-CASFO at McAlester, OK AFSS, someone observed N808T, G-4, 9 SOB, Flying over Ammo Plant possible dropping flares, Lcl FBI & LEO adz, ACO-DO/Weikert conf.

2248 ASW ROC called with ASW-710 requested conf with ACO-DO/Weikert update with McAlester update: Local FBI & LEO aware of acft, Celebrity onboard.

2350 NORDO N95JM, in OAK ARTCC Airspace, Military Fighter acft scramble via AAT NET, ACO-DO briefed.